

ABSTRACT OF THE DISCLOSURE:

When a remote service terminal is to be connected, the present invention executes the following procedure. The lobby terminal selects a clerk terminal which can correspond to a consulting detail and the selected clerk terminal is connected to the lobby terminal and carries out a remote consultation. When the lobby terminal selects an unattended agent server, the lobby terminal retrieves the past reply corresponding to the consulting detail of the user and displays it at the lobby terminal. When the clerk terminal corresponding to the consulting detail becomes connectable while the unattended agent server is corresponding to the user of the lobby terminal, the unattended agent server takes over the consulting detail to the clerk terminal. When there is no clerk terminal to be changed when the consultation is over, the unattended agent server sends the inquiry data which is to be replied to the user asynchronously to the clerk terminal by a communication means separately.